

BEST AVAILABLE COPY

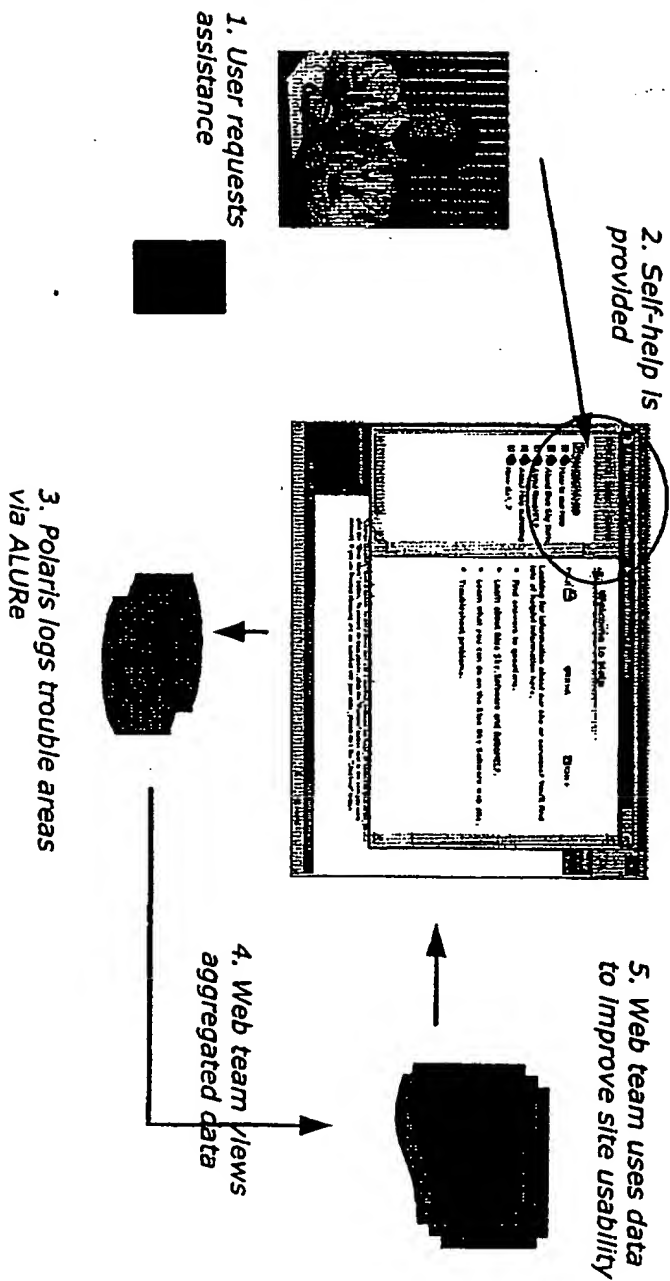


Fig. 1

090304.7 0304.304

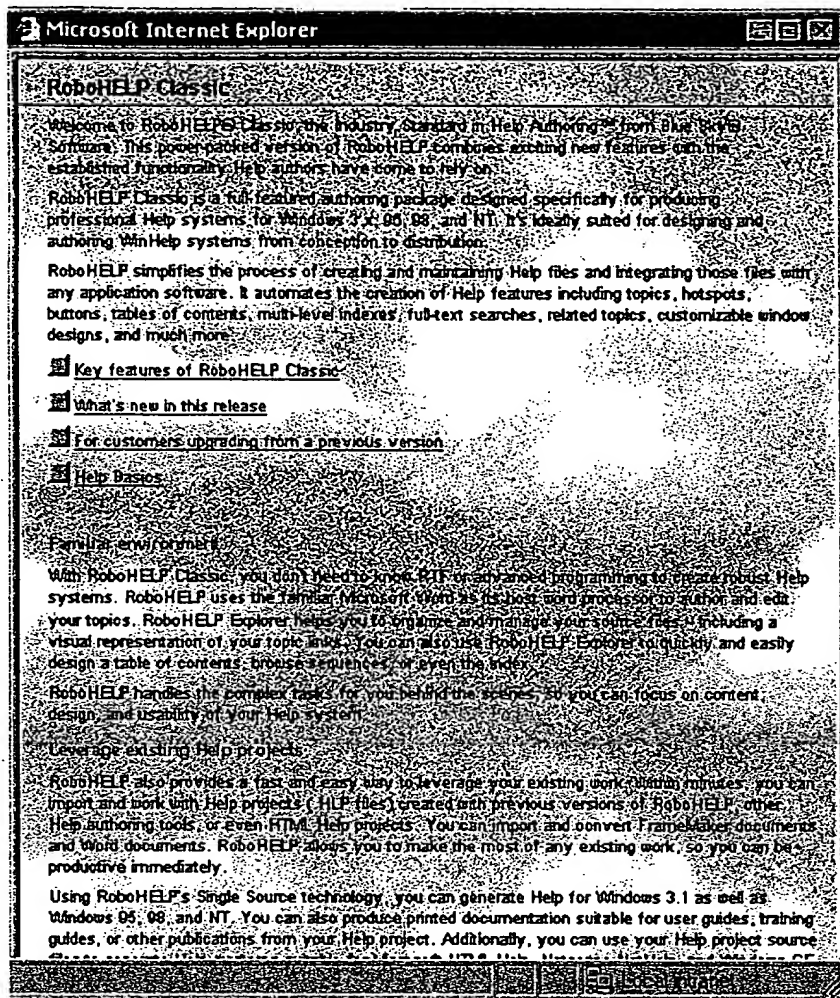


Fig. 2

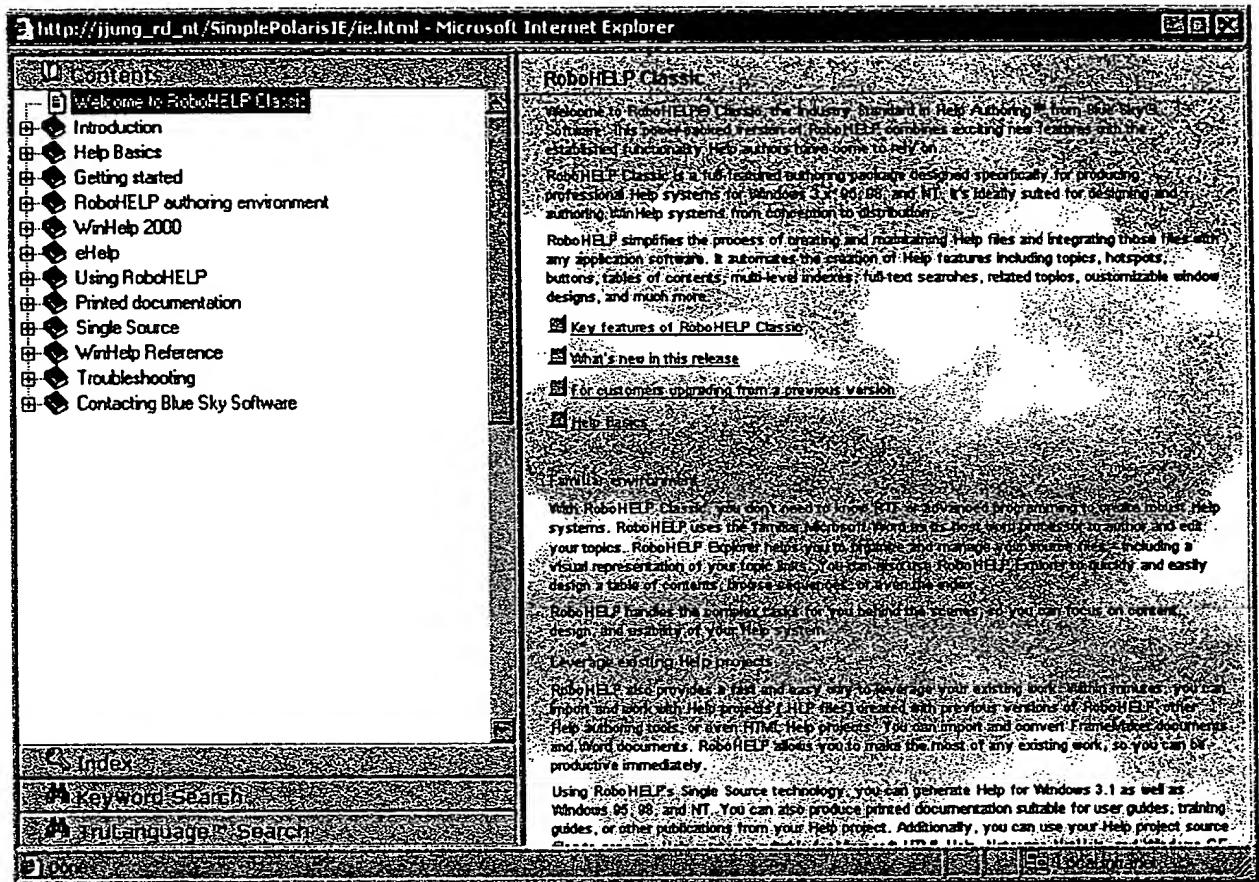


Fig. 3

Blue Sky Software, Makers of the RoboHELP Family of Products - Microsoft Internet Explorer

Support and Services

BLUE SKY SOFTWARE
www.blue-sky.com

MAIN | PRODUCTS | SHOP | SUPPORT | RESOURCES | NEWS | CAREERS | ? HELP

[Technical Support](#)
[Subscription Plan](#)
[Training](#)
[3rd Party Consultants](#)
[Register Online](#)

Address 2: (Optional)

City:

State: (North America Only) ? HELP

Postal Code:

Country:

Phone: (ex 858-123-4567)

Fax: (ex 858-123-4567)

Email:

Primary Occup

Product Serial #: ? HELP

Product serial number

You can locate your product serial number in the following locations:

- On your CD holder
- On your product registration card
- On the serial number label card
- In the About box of your software product. To access the About box:
 - Start your software product.

Register Now

If you have any questions about registering, contact Customer Service at:
(800) 793-0364

(800) 793-0364

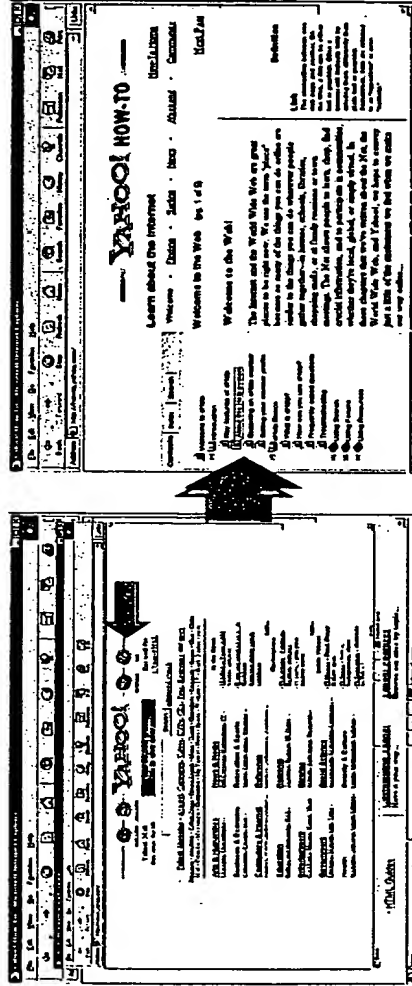
© Copyright 1999, Blue Sky Software Corp.

Subscribe/Unsubscribe

Fig. 4

Polaris

Polaris leverages and extends our current WebHelp technology to provide a common Help system interface to users looking for Web site assistance. The web site Help system has the same look and feel than the interface they turn to for Help on their desktop applications.



Blue Sky Software - Company Confidential

5-64

Sample ALURe™ Transcripts

```
<?xml version="1.0">
<!DOCTYPE alur SYSTEM "http://alurexml.com/1.0/alure.dtd">
<axml version="1.00">
  <head>
    <date>
      12-07-1999
    </date>
    <duration>
      00:13:00
    </duration>
    <problem-context>
      <problem-id> 102322 </problem-id>
      <referrer>
        http://www.ehelp.com/communities/register.html
      </referrer>
    </problem-context>
    <helpsystem-info>
      <help-id>729</help-id>
    </helpsystem-info>
  </head>
  <solution-path>
    <path-context>
      <context-type>URL</context-type>
      <context-data>
        http://www.ehelp-help.com/topic429.htm
      </context-data>
    </path-context>
    <path-context>
      <context-type>URL</context-type>
      <context-data>
        http://www.ehelp-help.com/topic422.htm
      </context-data>
    </path-context>
    <path-context>
      <context-type>URL</context-type>
      <context-data>
        http://www.ehelp-help.com/topic429.htm
      </context-data>
    </path-context>
    <path-context>
      <context-type>URL</context-type>
      <context-data>
        http://www.ehelp-help.com/topic419.htm
      </context-data>
    </path-context>
  </solution-path>
  <resolution resolved="Yes">
  </resolution>
</axml>
```

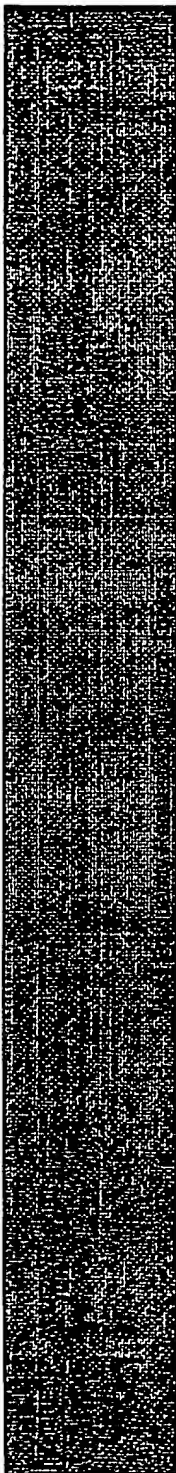
Fig. 6



URL Location	Help Topic	Times Requested	Rank Order
/zbc/xyz/123	Help About/Contents/Widget	10,287	90%
/zbc/xyz/124	Help About/Contents/Widget/smidgets	8,827	80%
/zbc/xyz/125	Help About/Contents/Widget/midgets	4,928	77%
/zbc/xyz/126	Help About/Contents/Widget/fidgets	3,010	72%
/zbc/xyz/127	Help About/Contents/Widget/jog	3,001	55%
/zbc/xyz/128	Help About/Contents/Widget/walk	2,787	51%
/zbc/xyz/129	Help About/Contents/Widget/run	2,200	45%
/abc/ywq/gtc	application1/userid/passsword	2,100	40%
/zbc/xyz/131	application1/userid/state	1,500	22%
/zbc/xyz/132	application1/userid/country	1,234	10%

Fig. 7a

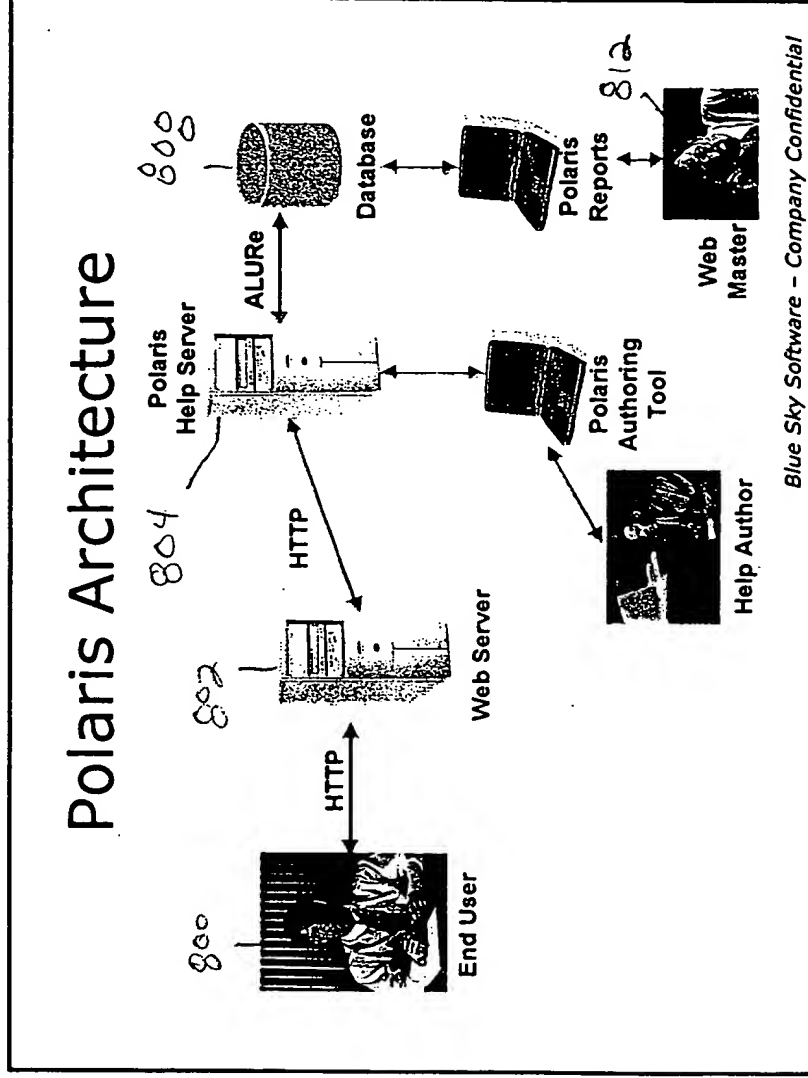
TOP SECRET 2460050



URL Location	Help Topic	Times Requested	Questions Received	Rank Order
/lzbcdxyz/123	Adding RAM to CPU	10,287	6873	94%
/lzbcdxyz/124	Clearing Wallpaper	8,827	5030	88%
/lzbcdxyz/125	Attaching Printer	4,928	4999	74%
/lzbcdxyz/126	Attaching Scanner	3,010	4988	72%
/lzbcdxyz/127	Rebooting System	3,001	4701	71%
/lzbcdxyz/128	Changing color scheme	2,787	3454	41%
/lzbcdxyz/129	Adding additional harddrive space	2,200	3309	40%
/labc/ywq/gfc	Getting Technical Support	2,100	3102	40%
/lzbcdxyz/131	Returning for Repair	1,500	2987	22%
/lzbcdxyz/132	Technical Training	1,234	2500	10%
/lzbcdxyz/130	Adding additional harddrive space	884	2339	1%
/lzbcdxyz/133	Returning for Repair	184	1830.6	-21%
/lzbcdxyz/134	Returning for Repair	185	1831.6	79%
/lzbcdxyz/135	Returning for Repair	186	1832.6	179%

Fig. 7b

Fig. 8



Polaris Offering Prices
Based On Market Prices

**This Page is Inserted by IFW Indexing and Scanning
Operations and is not part of the Official Record**

BEST AVAILABLE IMAGES

Defective images within this document are accurate representations of the original documents submitted by the applicant.

Defects in the images include but are not limited to the items checked:

- ☐ BLACK BORDERS
- ☐ IMAGE CUT OFF AT TOP, BOTTOM OR SIDES
- ☒ FADED TEXT OR DRAWING
- ☐ BLURRED OR ILLEGIBLE TEXT OR DRAWING
- ☐ SKEWED/SLANTED IMAGES
- ☐ COLOR OR BLACK AND WHITE PHOTOGRAPHS
- ☐ GRAY SCALE DOCUMENTS
- ☐ LINES OR MARKS ON ORIGINAL DOCUMENT
- ☐ REFERENCE(S) OR EXHIBIT(S) SUBMITTED ARE POOR QUALITY
- ☐ OTHER: _____

IMAGES ARE BEST AVAILABLE COPY.

As rescanning these documents will not correct the image problems checked, please do not report these problems to the IFW Image Problem Mailbox.